

High Sick Leave Consumption Louisville Metro Corrections

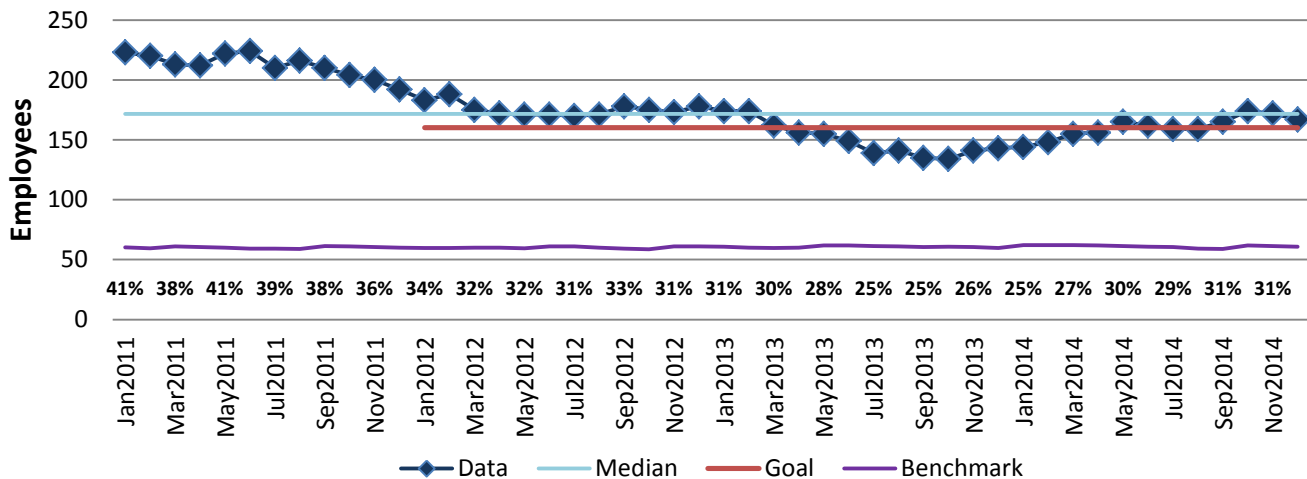


KPI Owner: Gloria Fuqua

Process: Time & Attendance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY14 161 Employees per month Goal: No more than 160 employees per month Benchmark: 11% LMG Top Quartile Oct2014		Data Source: Payable Time Peoplesoft Goal Source: Enterprise KPI for productivity Benchmark Source: OPI sick leave study	Select Plan-Do-Check-Act Step Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step:		
How Are We Doing?					
Dec2013-Dec2014 12 Month Avg Goal	Dec2013-Dec2014 12 Month Average		Dec2014 Goal	Dec2014 Actual	
160	161		160	167	
Employees	Employees		Employees	Employees	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.